

**Welcome**  
To  
**Beaufort Pediatrics**



**843-524-KIDS (5437)**

964 Ribaut Rd.

Beaufort, SC 29902

Joseph Floyd, MD

Lawrence Coleman, MD

William Martin, MD

Kimberly Martin, MD

Anca Dumitriu, MD

Kristin Dalton, CPNP

Iselyn Hamilton, CFNP

**Office Hours**

**Monday through Friday 7:30 am to 7:00 pm**

**Our last scheduled appointment is at 6:00 pm**

**Saturday starting at 8:30 am**

Dear Parents,

Welcome to Beaufort Pediatrics! We are humbled and honored you have chosen us to assist you in the health and development of your child. We as a practice strive to deliver the highest quality pediatric care to the children of the Lowcountry. Our goal is to be your partner in health care by serving as your medical home. We are committed to make available to you a personal physician who provides for all of your health needs and coordinates your care across all settings, including the medical office, hospital, subspecialty clinics, behavioral health, laboratories and other places you receive health care. We offer well child care as well as care for acute and chronic illnesses across the pediatric spectrum.

We at Beaufort Pediatrics believe preventative care is equally important as the care for acute illnesses. We recommend routine well child care per the recommended schedule from the American Academy of Pediatrics. These occur at 2 weeks, 2,4,6,9, 12, 15, and 18 months, and yearly starting at age 2. Childhood vaccination has been one of greatest success stories in the history of medicine and has saved the lives of countless children since its development. We strongly believe in the safety and efficacy of all the recommended childhood vaccines. We strongly discourage refusing, delaying, or otherwise altering the normal vaccine schedule unless medically indicated.

In order to give the best medical care, we require all information related to your child's health. We expect that you will provide us with your child's medical history including at a minimum an up to date immunization record, current medications and dosages, allergies, family history, and information about visits to other medical providers including behavioral health, hospitalizations and emergency room visits.

Again, thank you for choosing Beaufort Pediatrics and allowing us to be a part of your family's life. We look forward to joining you in the adventure that is parenthood!

Sincerely,

Beaufort Pediatrics Providers and Staff

**APPOINTMENTS:** Patients are seen by appointment only. We are only able to see walk-ins on an emergency basis. Non emergent walk-ins will be asked to wait and will be placed in the next available open appointment time. Please call our office number, 843-524-5437 to schedule appointments. New patient and well child appointments will be scheduled within 5 days of the day of request. All urgent sick appointments if requested prior to 6:00 PM will be scheduled on a same day basis excepting the rare occasion when seasonal volume requires same day appointments on a triage basis. Appointments requested after 6:00 PM will be referred to the Emergency Department, office or the following day at the discretion of the provider on call.

Beaufort Pediatrics is happy to offer sick and well areas for your appointments. Appointments may be scheduled in the well area for well child and other non-contagious/ non-febrile complaints. All providers will be scheduled for 2 or more half days in the well area each week. We also offer appointments with our collocated behavioral health counselor.

We make every effort to be on time for our patients, however, the nature of pediatric medicine makes the complexity of any individual patient difficult to predict. Please help us by requesting additional time when scheduling appointments if your child has a more challenging problem (behavior problems, unusual symptoms, etc.)

If you are more than 15 minutes late for your appointment, you will be moved to the next available open time slot. If you are unable to keep your appointment, it is a necessity you inform the office. If you miss an appointment without cancelling, you will receive a letter regarding our policy. Accumulating three of these may be grounds for dismissal from the practice.

**MESSAGES:** If you have a true emergency, call **911**. For non-emergent messages, telephone messages can be left for the nurses and providers by calling the main office number. If a nurse is not immediately available, calls will be returned within one hour. Messages left for the providers will be answered as their schedule allows which may not be until the end of the work day.

Messages can also be left online through the patient portal. Please see the below section for explanation. Messages left through the portal should be non-emergent/urgent and will be addressed within 2 working days. Ask for details from the receptionist on how to set up your account.

**AFTER HOURS:** In addition to our daily and weekend extended hours, Beaufort Pediatrics provides telephone triage during all after hours periods. In case of emergency, call **911**. For non-emergent calls, we provide a nurse triage system for first call. To reach the triage nurse, call the main office number at 843-524-5437. The after hours message will give you the toll free number to the nurse line. In the event, the question or problem cannot be addressed by the triage nurse, there is a provider on call 24 hours a day to which these calls will be referred.

**PATIENT PORTAL:** Beaufort Pediatrics is proud to offer online access through our patient portal. Upon establishing an account, you may access your child's chart including the ability to access notes and results which have been signed off by the provider, request refills on medication, send non-emergent messages to providers, pay balances, and others. You can request access during your visit registration on the Freesia system, or ask the receptionist for details.

**WEBSITE:** Our website is [www.beaufortpediatrics.com](http://www.beaufortpediatrics.com). The website has information related to the practice including forms and resources.

**PRESCRIPTIONS:** For safety and convenience, Beaufort Pediatrics uses electronic prescribing whenever possible. We are able to send prescriptions to almost all of the local pharmacies. However, at this time, any medication that is a controlled substance requires an actual paper prescription. Refill request can be left by telephone on the refill line or online through the patient portal. When leaving refill requests, all information is needed: name of medication, dosage, requested pharmacy, and call back number in case of questions.

**INSURANCE AND PAYMENTS:** All payments for services are expected at the time they are rendered. Presentation of your insurance card is expected at arrival for your appointment. We will file for almost all private carriers. We do accept Medicaid, but not all plans. Please ask our staff for a list of our preferred plans. If you have questions or need resources for insurance coverage, please ask to speak with one of our insurance specialists. If you are having difficulty paying your bill and need to arrange a payment plan, please speak with our specialists. For your convenience, we accept MasterCard, Visa, American Express, and Discover. Returned check fees will be applied. The person bringing the child in for treatment is responsible for payment of any charges at the time of the visit. If you have an overdue balance with us, we will be unable to see your child unless prior arrangements have been made.

**RECORDS TRANSFERS:** Please ask the receptionist for a records release form. Simply give us the number of your previous provider and sign the release. We will fax the form and request your old records.

**OFFICE ETIQUETTE:** We have a few general rules which must be followed.

- 1) We will absolutely not tolerate any profanity or abusive behavior towards staff, providers, or other families and patients. This is grounds for immediate dismissal from the practice.
- 2) Beaufort Pediatrics is a non-smoking campus. There is no smoking allowed in the building or on the grounds. Let us know if you need information on quitting.
- 3) No food or drink in the waiting room.
- 4) No unattended children in the waiting room
- 5) Patient physician confidentiality extends to your teenage children, and there may be aspects of their care about which we cannot speak to you without their permission.

**General Advice:** Having a sick child can be very anxiety provoking. It is often difficult for parents to decide when it is necessary to take their child to the emergency department. Thankfully, kids are very resilient, and most illnesses do not require a visit to the ED. Unless your child is less than three months of age, fever by itself, does not require immediate evaluation. Most childhood illnesses are viral and will resolve on their own with fluids and symptomatic care. Children also run much higher fevers than we adults. Fevers from 101-104 are relatively common and not dangerous. Fever of less than 100.5 are typically not concerning. If your 3 month old or older child has fever, but you can bring it down with Tylenol or Motrin (it does not have to return completely to normal), the child will take some fluids, and interacts with the family normally, you can generally monitor for a few days at home or at least until morning for a regular appointment. Fever in a child less than three months requires evaluation.

Vomiting and diarrhea are often concerning as well. Except for very young infants, most children are not going to become dehydrated in the first 24 hours of these illnesses. Luckily, the vomiting usually subsides in the first 24 hours with many of these illnesses. If your child vomits, give the stomach a rest for at least 45 minutes before you try any fluids. When you restart fluids, use only sips of clear fluids at first. Bloody stools in younger children or dark green vomit in infants require evaluation.

Ear pain in the middle of the night does not require an ED visit. Your child will be more comfortable in his or her own bed with some Motrin than awake all night in the ED.

In the end, you know your children best. If your child is not acting right regardless of symptoms, we are happy to look at her. Again, welcome to Beaufort Pediatrics! We look forward to sharing the adventure of child rearing with you!